To improve the services further, efforts are being made to introduce a Computerised Customer Service Management System (CSMS) in MTNL, Delhi during this year which will be a great help to achieve our goal of total customer satisfaction through on-line up-dating of the subscriber data such as bill payment details and monitoring of OBs.

Auto-manual services such as 198/2198 and 199 are being supplemented by computerised Interactive Voice Response Systems (IVRS) to reduce the human factor involved in customar services.

[Translation]

Daily Running of Express Train from Ayodhya to Delhi

5324. DR. RAMVILAS VEDANTI: Will the Minister of RAILWAYS be pleased to state:

(a) whether the Government proposed to run an Express train daily from Ayodhya to Delhi;

(b) if so, the details thereof; and

(c) if not, the reasons therefor ?

THE MINISTER OF STATE IN THE MINISTRY OF RAILWAYS (SHRI SATPAL MAHARAJ): (a) to (c) It is proposed to introduce a weekly express train between Delhi and Muzaffarpur via Faizabad, Ayodhya during 1997-98. However, introduction of a daily train from Ayodhya to Delhi is presently not feasible due to resource constraints and operational difficulties, including lack of terminal/maintenance facilities at Ayodhya.

[English]

Setting up of Sub Station of AIR, Orissa

5325. KUMARI SUSHILA TIRIYA: Will the Minister of INFORMATION AND BROADCASTING be pleased to state:

(a) whether the Government had sanctioned several years ago the setting up of four All India Radio substations at Udala, Pancpir, Bishoi and Rairangpur in Orissa;

(b) if so, the details thereof;

(c) whether none of four stations have been started;

(d) if so, the reasons therefor; and

(e) the steps taken in this regard ?

THE MINISTER OF INFORMATION AND BROADCASTING (SHRI S. JAIPAL REDDY): (a) to (e) A scheme for setting up of Local Radio Station with 1 KW MW Transmitter, MP Studios and Staff quarters at Rairangpur was approved in December, 1994.

The work regarding setting up of All India Radio station at Rairangpur has already been started. Site for the station has been identified. The telephone lines and power supply lines passing over the site are required to be shifted. The State Government authorities have been requested to divert the power supply lines and telephone lines passing through the site.

There is no approved scheme to set up a Radio Station at Udala, Pancpir and Bishoi in the State of Orissa.

[Translation]

Attachment of Unreserved Coaches with Long Distance Trains

5326. DR. SATYA NARAYAN JATIYA: Will the Minister of RAILWAYS be pleased to state:

(a) the total number of unreserved coaches attached with the long distance trains during the past one year till March 1997, to make the rail travel comfortable for the ordinary rail passengers;

(b) the steps taken during the past one year to provide pure drinking water, and catering facilities;

(c) the total number of Diesel locomotives and passenger coaches demanded for the metre gauge rail service in the Ratlam Railway Division for the year 1996-97; and

(d) the time by which these are likely to be supplied?

THE MINISTER OF STATE IN THE MINISTRY OF RAILWAYS (SHRI SATPAL MAHARAJ): (a) The information is being collected and will be laid on the Table of the Sabha.

(b) Drinking water arrangements are provided at the stations and these arrangements are strengthened during the summer period. Arrangements are also made to provide satisfactory catering facilities enroute. Instructions have been issued to the railways for strengthening the drinking water arrangement at all important stations. Steps taken include provision of water trollies, engaging of hot weather watermen, taking assistance of voluntary organisations, availability of drinking water in trains through pantry car etc.

(c) and (d) Railways have not manufactured and supplied any M.G. Diesel loco/coaches to Zonal Railways during last 3 years. However, due to gauge conversion, M.G. locos and coaches have been transferred from one Railway to another Railway depending upon the availability of such surplus stock on account of gauge conversion.

[English]

Accumulation of Dirty Water at Platform

5327. DR. ARVIND SHARMA: Will the Minister of RAILWAYS be pleased to state:

(a) whether it is a fact that there is a large